



FINANCIAL SERVICES TECHNICIAN I/II

Purpose:

To actively support and uphold the City's stated mission and values. To perform complex accounting clerical and customer service work in one of the following areas of assignment: accounting (i.e. accounts payable, accounts receivable, payroll, or general ledger), purchasing, tax and license, and utility billing/customer service.

Supervision Received and Exercised:

Financial Services Technician I

Initially, close supervision is received but may transition to more general supervision as knowledge of job duties develops.

Financial Services Technician II

Receives general supervision.

Distinguishing Characteristics:

Financial Services Technician I

This is the entry class in the Financial Services Technician flex series. Employees in this class perform the more basic accounting clerical and customer service duties, while under close supervision learning to perform the full level of duties in the higher assignment area.

Financial Services Technician II

This is the journey level class in the flex series, and may be staffed through advancement from the Financial Services Technician I level once those employees are off probation, meet the minimum qualifications for the II level, and are performing the full range of responsibilities in their assignment area.

Essential Functions:

January 1999
Revised April 01
Revised May 2005
Revised Nov 2006
Revised Oct 2007 (add Purchasing Section to Min Qual)

CITY OF TEMPE

Financial Services Technician I/II (continued)

Duties may include, but are not limited to, the following:

- Process payments to vendors using the City's financial system; verify payment information submitted by departments; monitor purchases for compliance with laws and City policies.
- Reconcile bank accounts with financial system information.
- Process Citywide payroll and manual checks; reconcile timesheets to payroll system reports; reconcile payroll liabilities to the General Ledger; audit leave time to ensure adherence to the City's leave policy; administer the tuition reimbursement policy; assist with federal and state income tax reporting.
- Process and monitor accounts receivable to ensure timely and accurate payment; maintain accounts receivable files; calculate City property lease rates as necessary.
- Determine and input General Ledger entries; serve as central point of contact on monthly financial reports.
- Maintain fixed asset system; monitor purchases to ensure all items are added to fixed asset system, if necessary; review department documentation and enter new assets into system; process asset transfers.
- Review vendor invoices for correct pricing and authorized merchandise; ensure that purchases are in accordance with contract terms and conditions; approve vendor payments after verification; identify unauthorized product substitutions and take corrective actions with vendor and receiving department; calculate discounts.
- Maintain central contract and bid listings and other computer databases.
- Interact with customers on telephone and in-person; provide assistance to customers regarding utility billing questions; answer questions regarding City services, City code relating to utility services, and general City information; effectively manage time to accomplish multiple tasks within specified time frames.
- Process utility payments; make decisions regarding payment arrangements, bill adjustments, and small dollar write-offs; prepare written responses to customer inquiries; communicate effectively verbally and in writing; perform mathematical calculations.
- Apply customer service principles to review work for process improvements and make recommendations for increased efficiency in a team environment; make sound business decisions to proactively/reactively resolve problems.

January 1999

Revised April 01

Revised May 2005

Revised Nov 2006

Revised Oct 2007 (add Purchasing Section to Min Qual)

CITY OF TEMPE

Financial Services Technician I/II (continued)

- Cashiering: backup to main cashier, assist in prepare/process reports, operate and balance cash drawers, assist bank staff and customers in resolving issues; process and post utility batch payments, prepare cash and checks for deposit to financial institution daily.
- Assist business owners and the public with questions regarding sales tax licenses and specialty business licensing requirements, and sales tax and licensing enforcement and collections; reconcile monthly financial system reports with internal revenue reports; reconcile cash receipts; prepare cash deposits; balance monies received.
- Receive and process sales tax returns and payments; receive and process sales and use tax license applications and specialty business applications; review applications for completeness; research and resolve payment discrepancies with license holders.
- Respond to and resolve taxpayer, customer, and vendor inquiries and complaints.
- Perform related duties as assigned.

When assigned to The Transit Store:

- Provide Valley Metro bus pass schedule and routing information.
- Sell and provide various forms of bus fare media to public.
- Compile Valley Metro bus pass ticket data, compute the purchases and reconcile the data.
- Update written customer information boards to convey current bus information to customers.
- Handle cash register; reconcile daily cash receipts; prepare cash deposits; balance monies received.
- Take customer complaints about transit service and enter into Valley Metro complaint system.
- Assist transit marketing and operations staff with special event related duties and transit service evaluation functions
- Provide general City of Tempe information.
- Perform related duties as assigned.

January 1999

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When assigned to the Purchasing Department:

- Assist Procurement Officers in processing contracts, solicitations, and addendums to ensure conformity with procedures and policies including those established by law and Risk Management.
- Maintain Procurement Web site with bids, addendums and award results.
- Coordinate and maintain solicitation calendars, meetings, and various events with other City departments, the public and outside agencies.
- Compose a wide variety of reports, letters, memos, forms, and excel reports; process from rough draft.
- Compile and organize a variety of data using statistical, financial, and operational reports.

Minimum Qualifications:

Experience:

Financial Services Technician I

Two years of clerical or customer service experience in an area appropriate to the assignment such as accounting, utility billing and customer service, tax and licensing, purchasing or directly related to the core functions of this position.

Financial Services Technician II

Three years of increasingly responsible clerical or customer service experience in an area appropriate to the assignment such as accounting, utility billing and customer service, tax and licensing, purchasing, or directly related to the core functions of this position.

Education:

Financial Services Technician I

Equivalent to the completion of the twelfth grade supplemented by training or coursework in bookkeeping, accounting, business, customer service or degree related to the core functions of this position.

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CITY OF TEMPE
Financial Services Technician I/II (continued)

Financial Services Technician II

Equivalent to the completion of the twelfth grade supplemented by training or coursework in bookkeeping, accounting, business, customer service or degree related to the core functions of this position.

Licenses/Certifications:

None

Examples of Physical and/or Mental Activities:

(Pending)

Competencies:

(Pending)

Job Code: 081/108

Status: Non-Exempt / Classified